

Software Problem Reporting (SPR) Process Checklist

Date(s) of Assessment: _____	Project: _____
Assessor(s): _____	Process Assessed: _____

		Y, N, NA	F, O	Comments
ASSESSMENT PREPARATION				
1	Have standards been identified to clearly define the process assessment?			
2	Were guidelines used to prepare for the assessment?			
3	Has the project submitted any request for deviations or waivers to the defined process?			
4	Have entrance and exit criteria been established for the assessment?			
5	Were the appropriate stakeholders in attendance?			
PROBLEM REPORTING PROCESS				
6	Have procedures assuring prompt detection and correction of deficiencies/problems been established?			
7	Have the software problems been described (including identification of the software items and life cycle phase in which the problems were discovered) to enable problem resolution?			
8	Have the originators of software problem reports and the originator's assessment of priority/severity been provided?			
9	Are data analyzed and problem and deficiency reports examined to determine extent and causes?			
10	Are trends in performance of work analyzed to prevent development of nonconforming products?			

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11	Have corrective actions been documented accurately on problem reports?			
12	Have corrective actions been reviewed and monitored to determine adequacy, effectiveness, and whether contract requirements are being met?			
13	Are all corrective action reports and analyses on file?			
14	Is there management support for the corrective action system?			
15	Are discrepancies generated by non-deliverable computer programs treated the same as those for deliverables?			
16	Are problem reports pertaining to a unit contained/identified within the software development folder for that unit?			
17	Are the software developers complying with the requirement to generate problem reports during integration?			
18	Do all problem reports have required approval/disapproval signatures?			
POST REVIEW ACTIVITIES				
19	At the conclusion of the assessment is an understanding reached on the validity and degree of completeness of the Software Problem Reporting Process?			
20	Did all designated parties concur in the acceptability of the Software Problem Reporting Process?			
21	Are there any risks, issues, or request for actions (RFAs) that require follow-up?			
22	Is there a process in place for reviewing and tracking the closure of risks, issues, or RFAs?			
23	Were Lessons Learned addressed and captured?			

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<i>REFERENCE ITEMS/DOCUMENTS</i>			
<i>GPR 1710.1H, Corrective and Preventive Action</i>			
<i>NPR 7150.2, Software Engineering Requirements [SWE-113]</i>			
<i>GPR 5340.2I, Control of Nonconformances</i>			

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COMMENTS PAGE _____ **of** _____

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